

Service Definition Document – Design and Delivery of Web Based GIS Applications

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CCS - G-Cloud 15
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Service Definition Document – Design and Delivery of Web Based GIS Applications

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Service attributes

Service type

Lot 3: Cloud Support

Service name

Service name

Design and Delivery of Web Based GIS applications

About your service

Service description

Our GIS Application Design and Delivery service provides UK Government with modern, user-centric geospatial solutions. We combine advanced GIS technologies, cloud-native architectures, and intuitive design principles to deliver secure, scalable applications. Our specialists offer full-stack development, platform selection, and efficient analysis processes, enabling organisations to maximise spatial-data value.

Service categories

- Cloud Support Services
 - Set Up and Migration
 - Data/information structure design
 - Data/information structure design
 - Project management and governance
 - Project management and governance
 - Service optimisation/right sizing
 - Service optimisation/right sizing
-

Service features and benefits

Service features and benefits

Service features

- On-premise and cloud-native architecture for scalability and resilience
 - Innovative visualisation of client data for actionable insights
 - Expert design and implementation of advanced analysis processes
-

- Agile, iterative design and development for rapid delivery
- Support and maintenance of GIS solutions post-deployment
- Integration with customer systems and external services seamlessly
- End-to-end design and delivery of GIS applications

Service benefits

- Reduces technology complexity and operational costs through rationalisation
 - Enhances decision-making using spatial and non-spatial analytics combined
 - Visualises data previously siloed or considered unsuitable for analysis
 - Creates engaging user experiences for non-specialist government users
 - Ensures robust security and effective data management practices
-

Service scope

Service constraints

N/A

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a typical response time of 48 hours (SLAs to be agreed on a case-by-case basis).

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Pricing

Discount for educational organisations

No